

## **Service Level Agreement**

for Desktop Support, File Sharing, Home Directories, Local Email and Printing Support

**Customers:** WSC

**Function**

**WSC Desktop Support**

### **Service Provided**

#### **Desktop Support:**

1. Repair and fix ALL workstations and peripherals (primary, secondary and task specific)
2. Install and maintain Work Group specific software
3. Image desktop and support lab standard software
4. Apply Operating system and application patches using approach that ensures each Work Group application on the workstation continues to function properly after any patch is applied
5. Periodic re-image/refresh of problem systems due to over abundance of spyware/adware, registry corruption or need for multiple software upgrades, etc.
6. Provide storage and tracking for unused equipment.
7. New user setup and departing user archiving of data.

#### **Work with the IT Division Applications Support and Developers Group**

1. Act as a liaison between the Application Support group to periodically interpret and implement any application related changes to the desktop.
2. Maintain a spreadsheet of all business applications and how they relate to the desktop

#### **Group Specific software/hardware and application maintenance**

Provide troubleshooting, repair, access control, desktop support, application configuration and delivery, database and hardware upgrades are provided for Custom systems owned by a Department and supported by WSC staff.:

#### **Spyware, adware and virus removal. Remove and fix security incidents**

1. Provide detection and eradication of computer viruses
2. Provide detection and eradication of spyware and adware components

#### **Training**

1. Provide general computer operational training

#### **Loaner Pool**

1. Maintain and re-image loaner pool laptops as needed including all patches etc.

#### **Setup Projector and Laptop for conference room presentations**

1. Provide local assistance to setup conference room hardware for presentations
2. Verify network connection and provide network drop cable when needed

#### **Telecommuter Desktop Support to Office PC:**

1. Install and configure remote connection to office workstation for access to group specific software and client/server applications outside the Lab.

#### **Desktop Support of Lab owned system @ Home**

1. Image and configure desktop or laptop system.
2. Assist user with VPN/Remote desktop setup and configuration. Test for connectivity to DSL/Cable/Dialup for remote connection to the Lab.
3. Install and configure group specific software and ensure client/server applications function properly.
4. Re-image, configure and repair of home systems (customer brings to lab or consults via telephone).

**Function****Service Provided**  
**Office equipment Moves**

1. Inter office moves, transfer of workstations from one person to another, new hires setup, terminations, relocation of people plus the coordination, layout and planning prior to the move and the installation of equipment
2. Install all equipment and ensure it works properly
3. Rename printer objects if required if move is to new building
4. Maintain asset management, inventory of equipment, maintain assignment and de-assignment of workstations to individuals, coordinate the movement of old hardware to the lab surplus center.

**Proactive Preventative Maintenance**

1. Monthly sweep of customer systems to locate potential problems and fix them prior to loss of user productivity.
2. Apply patches and service packs for desktop applications (i.e. office, adobe acrobat, mail client, SCS, etc.).

**Hardware and Software Consulting**

1. Provide hardware and software solutions on all hardware and software to purchases including desktops, laptops, printers, monitors and other peripherals including handhelds, phones, fax etc.
2. Provide tutorials on remote connectivity procedures

**(2) Novell Server  
Support – Shared File,  
Home Directory and  
Printing****File Maintenance**

1. Coordinate File restores (including email) with the Infrastructure Support Department or their designees.
2. Provide management support (disk space, permissions) for shared public folders used by workgroups.

**Printer Support**

1. Provide individual and networked printer installation.
2. Provide printer access control.
3. Provide print queue/print server management.
1. Coordinate Printer maintenance and troubleshooting